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Migration of the CERN IT Data Center Support System to ServiceNow

Monday, 14 October 2013 15:00 (45 minutes)

The large potential and flexibility of the ServiceNow infrastructure based on “best practices” methods is allowing the migration of some of the ticketing systems traditionally used for the tracing of the servers and services available at the CERN IT Computer Center. This migration enables a standardization and globalization of the ticketing and control systems implementing a generic system extensible to other departments and users. One of the activities of the Service Management project together with the IT-CF group has been the migration of the ITCM structure based in Remedy to ServiceNow within the context of one of the ITIL processes called Event Management.

From the technical point of view, the adaptation of ServiceNow to the well known ITCM Remedy based structure has been instrumental to ensure a controlled and smooth migration. In addition, the versatility of ServiceNow has allowed the implementation of generic facilities based in best practices processes to extend the potential provided by ITCM including Service Level Management facilities for the tracking of external contractors, specific forms, etc.

From the operational point of view a complete reporting infrastructure in ServiceNow has been created with a particular emphasis on the end users training.

The migration has meant a first step towards the interface with other systems (such as SDB and Agile) and a generalization of the Event Management process to all services at CERN.

In this talk we will present the full architecture, the workflow and the facilities implemented in ServiceNow for this migration. The experience gained during the first months of operation will be discussed together with the interface of the current Event Management structure to other monitoring systems including Spektrum and the future Agile structure and other service databases such as SDB and CDB. The usage of this structure is extended to the service tracking at the Wigner Center in Budapest.

Summary

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